



**CITY OF BOSTON
STANDARD CONTRACT AMENDMENT**

CONTRACT ID: 00000000000000000000000040194

Original Contract Details

Contractor Legal Name: Accela Inc Contractor Vendor ID: 0000077235	City Department Name: Department of Innovation and Technology City Department Head: Jascha Franklin-Hodge
Description/Scope of Services: Work with the Department of Innovation and Technology to develop a tool which will provide an easy, clear, predictable experience for permit applicants.	
Begin Date: November 01, 2014	Procurement Type:

Amendment Details

Amendment Number: 1	Amendment Version: 1.02
Reason for Amendment: Updated SOW – no cost change order	
New Not To Exceed Amt: \$ 970,625.00	Previous Not To Exceed Amt: \$ 970,625.00
New End Date: October 31, 2017	Previous End Date: October 31, 2017
Scope of Services Changes: N/A; see attached for updated SOW	
Unit prices remain the same or less. All other terms & conditions of the contract shall remain in full force and effect.	

Contract Signatures

AUDITING	VENDOR/CONTRACTOR	AWARDING AUTHORITY/OFFICIAL
APPROVED AS TO THE AVAILABILITY OF AN APPROPRIATION OR PURSUANT TO ARTICLE 12 OF THE GENERAL CONDITIONS	AGREES TO PROVIDE THE GOODS OR SERVICES AS INDICATED IN ACCORDANCE WITH THE ASSOCIATED CONTRACT DOCUMENTS	THIS AMENDMENT IS NECESSARY TO FULFILL THE CITY'S NEEDS AND IS MORE ECONOMICAL AND PRACTICAL THAN AWARDING ANOTHER CONTRACT
SIGNATURE	SIGNATURE	SIGNATURE
APPROVED APPROPRIATION IN THE AMOUNT OF: \$ 506,875.00		

NO COST - PROJECT CHANGE ORDER -03

Project Name and Code: Boston Permitting Portal (DoTEV00001595)	
Change Request Date:	June 8, 2016
Contract Date:	November 01, 2014
Contract # and Version	0000000000000000000040194 – V 0.03
PO #	N/A
Initiating Department	Accela and Open Counter
Initiated By:	Open Counter, Joel Mahoney
Change Category	No Cost - Contract Deliverable Change
Document History	V1.0 Draft for review

PROJECT CHANGE DESCRIPTION/TASK SUMMARY

Project Change Order 03 is required in order to change the deliverables terminology on the Accela/OpenCounter Permit & License Portal project to more accurately reflect the development work that has happened to date pursuant to the iterative and agile development process contemplated by the RFP and the Accela/OpenCounter Proposal, and that is expected to happen throughout the duration of the project. The modifications do not impact project costs.

REVISED DESCRIPTIONS OF MILESTONES

The Deliverable Billing Schedule outlined below in Exhibit 1 will replace the original Deliverable Billing Schedule as noted in the Contract, pages 18-19 and Task Order 1 and revised per PCR-001, Exhibit 2.

Exhibit 1:

Project Change Request		DAF Date	Amount
Phase 1: Permit Applications	1	Deploy zoningcheck.boston.gov and boston.zoning.io. Inclusive of Project Management, Initial Content Configuration, Initial Content Localization, Hosting	5/1/2015 \$49,500
	2	Deliver wireframes	5/11/2015 \$49,500
	3	Deliver interface designs	6/1/2015 \$49,500
	4	Portal - Apply through Submission- beta	8/3/2015 \$49,500
	5	Portal - Apply through Submission- final	10/30/2015 \$49,500
	6	Permit Resubmissions and Updates from User Feedback	11/30/2015 \$51,875
	7	Alternate Application Routes (Includes amendments, appeals, recommended applications)	12/31/2015 \$51,875
	8	GIS-Based Requirements	1/29/2016 \$51,875
Phase 2: Permit Management	1	Begin work on messaging, document exchange, and contacts	2/28/2016 \$51,875
	2	Deliver wireframes/interface designs on messaging, document exchange, and contacts	3/31/2016 \$51,875
	3	Messaging, document exchange, and contacts	5/31/2016 \$33,875
Phase 3: Guided Tours	1	Content-building and administrative tools - wireframes	6/30/2016 \$33,875
	2	Content-building and administrative tools - beta	7/31/2016 \$33,875

	3	Content-building and administrative tools - final	8/31/2016	\$33,875
Phase 4: License Applications & Renewals	1	Submission of licenses and claiming applications	9/30/2016	\$33,875
	2	Messaging, document exchange, and contacts on licenses	10/31/2016	\$33,875
	3	License renewals and renewal alerts	11/30/2017	\$33,875
Phase 5: Enhanced Applicant Tools	1	Improved Applicant Tools- wireframes	12/31/2017	\$33,875
	2	Improved Applicant Tools- beta	1/31/2017	\$33,875
	3	Improved Applicant Tools- final	2/28/2017	\$33,875
YEAR 3: Ongoing Enhancements	1	Product Iteration & Enhancement Services (including submission of non-address based applications)	3/1/2017	\$77,500
	2	Product Iteration & Enhancement Services (including salesforce integration)	4/1/2017	\$47,500
Total				\$970,625

*NOTE: the dates above reflect a targeted framework of deliverables outlined in the Project Timeline and that deliverables can be started and/or completed out of sequence. Invoices will be submitted after deliverables have received acceptance from the City, as designated by sign off on the Delivery Acceptance Form. The Delivery Acceptance Criteria for payment is defined as Accela/OpenCounter's product delivery to the City of Boston and is not contingent on the City of Boston's launch to the public.

REDEFINED PHASE OVERVIEW

The following Phase Overview sections that define the deliverables within each phase will replace the Phase Overview deliverable sections as noted in the Contract, pages 19 – 25.

Phase 1 - Permit Applications

Phase 1 of the Accela/OpenCounter Service (“the vendor”), will create streamlined permitting and licensing experiences.[1] Boston Permits and Licenses will be optimized for applicants with a high level of knowledge of the permitting process, and will prompt them to select the permits that are relevant to their project from a list of available permits. The system will integrate with the SAM REST API to allow applicants to search for an address, or to find an address by clicking on the map.

Applicants will have the ability to invite team members to their project. Team members will have the ability to review and submit specific applications. As the permit applications are processed, milestone updates will be pushed from Hansen and displayed in the Building Professional Portal in an intuitive user dashboard. Milestone updates and alerts will also be delivered via text message and email. Once issued, applicants will be prompted to pay for their permits via InvoiceCloud and download and print their permits. The system will allow for re-submission of permit applications based on prompts from permitting staff.

Boston Permits and Licenses will replace the City’s existing “Dynamic Portal” system and will be deployed on the web at permits.boston.gov, and on kiosks located in the Inspectional Service Department and Fire Department.

Phase I will also include the deployment of zoningcheck.boston.gov as a stand-alone site selection tool.

Phase 2 - Permit Management

Phase 2 will add features and functionality that allow applicants to manage their existing permits and projects. Deliverables in this phase include the enhancement of contact record creation and integration, document and messaging exchange capability, and the syncing and display of permit status from Hansen.

Applicants will be able to submit electronic documents, view staff-added attachments from Hansen, and engage in document and comment exchange with administrative staff. Applicants will also be able to associate documents and information with, distinctly, their permits, projects, and contact record. Applicants will be able to view status updates, review results, and comments from staff.

Phase 3 - Guided Tours

Phase 3 will add features and functionality that allow City departmental staff to build and manage guided tours for various applicant workflows. These workflows will be tailored to specific land use codes or categories, and will walk applicants through a series of simple questions to determine project scope (and potentially permit fees) before proceeding to permit applications. Administrative users will have the ability to cluster and order fields, as well as define visibility rules both prior to and post-submission.

Additionally, admin users will be presented with a dashboard of applicant activity. Administrative staff will have the ability to search and view individual applications and associated contact data, review permit status, and respond to applicant help requests. They will also have access to content management functionality, including the ability to customize the Portal content, download field details, usage and mappings, batch upload fields, and map data to client databases via the schema page for a wider variety of fields and field types.

Phase 4 - License Applications & Renewals

Phase 4 will focus on integrating with the License Module in IPS. This will include license application submission, including attachments and relevant messaging, and will also include tailored functionality around renewal notifications and submission flow. Functionality will include the ability to leverage visibility rules to prompt applicants to begin additional applications and/or claim existing applications.

Phase 5 - Enhanced Applicant Tools

Phase 5 will add features and functionality to improve the applicant experience after permit or license applications have been submitted. The client and vendor will document specific deliverables per sprint pursuant to an agile development process. Deliverables in this phase will improve upon the work that occurred in Phase 2, including an enhancement of contact record creation and integration, document and messaging exchange capability, and the syncing and display of permit status from Hansen. This will include improved communication between permit reviewers and applicants.

Year 3 - Ongoing Enhancements

The third year of the contract will be an opportunity for the client and vendor to reflect on existing Portal features and incorporate user feedback in an effort to polish the product and expand upon existing capabilities. The client and vendor will document specific deliverables per sprint pursuant to an agile development process. If available the system will also integrate with license information from the Department of Professional Licensure to automate license verification. In addition to improving existing features and functionality, enhancement efforts will include non-address location selection, diverse database integration, and technology to support application interdependencies.

SIGNATURE AND ACCEPTANCE

The above Services will be performed in accordance with this Change Order. The approval of this Change Order will act as a Work Authorization for Accela and/or OpenCounter to perform work in accordance with this Change Order, including any new payment schedule identified in this Change Order. This Change Order takes precedent and supersedes all other documents and discussions regarding this subject matter.